



An Coimisiún um  
**Rialáil Cumarsáide**  
Commission for  
**Communications Regulation**

**PrepayPower to come into compliance, pay a penalty of €9,300 to ComReg and issue refunds of €272,124**

### **Information Notice**

<b>Reference:</b>	ComReg 24/67
<b>Version:</b>	Final
<b>Date:</b>	26/08/2024

1. Yuno Limited trading as PrepayPower (“PrepayPower”) has paid ComReg a penalty of €9,300 following an investigation by ComReg and a finding that it was non-compliant with a number of regulatory requirements in respect of the broadband services it provides.
2. In its investigation, ComReg raised concerns regarding the provision of contractual information by PrepayPower, the manner in which PrepayPower’s broadband services were promoted and the provision of services to customers that may not have requested the services.
3. ComReg was concerned that the manner in which PrepayPower’s prepay broadband services were promoted, with emphasis on the prepay aspect, daily charge and on being able to control costs, amounted to an unfair and/or misleading commercial practice as the services were subject to a minimum contractual term and early cancellation fees applied.
4. The minimum duration of the contract was not provided in the contract on a durable medium, PrepayPower did not make available the model cancellation form for the exercise of cooling off rights in the contract that is provided to the customer on a durable medium, some customers were not provided with a copy of their terms and conditions on a durable medium and 621 customers were charged for services in circumstances where PrepayPower had no record of the customer requesting the service.
5. PrepayPower has undertaken to come into compliance with the relevant regulatory obligations.
6. PrepayPower has issued refunds of €272,124 to customers that were charged for a service they had not requested.
7. Arising from the investigation and in order to facilitate customers looking to switch service providers PrepayPower has undertaken to make available the Universal Account Number (“UAN”) in the same manner as their broadband account number and to notify customers that the UAN that is required when switching service providers has now been made available to them.
8. ComReg will continue to monitor compliance with the relevant legislation, and where necessary will investigate any matters arising with PrepayPower or other undertakings providing electronic communications services.